

RFx - Response Submission Process Supplier Guide



CONTENTS

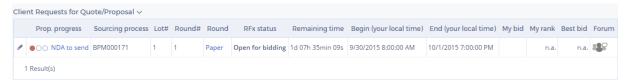
You have received an invitation to participate in an RFx	5
How are you notified?	5
Who can access?	5
Accessing the RFx	5
Proposal progress status and action to be performed	5
Contents of an RFx folder	5 5 5 6 7
Before you reply	
Downloading, signing, and submitting the NDA	7
Reviewing the RFx before acknowledging participation	10
Acknowledging receipt and participation	10
Giving access to the RFx to other users from your company	11
Discussions with buyer (clarifications, inquiries, etc.)	13
Preparing a response to an RFx	16
Creating a new response	16
Quoting	17
Adding attachments	19
Responding to the buyer's questionnaire	20
Cancelling a response	20
Submitting your response to the buyer	21
Validating and submitting a response to the buyer	21
Viewing the responses' history	22
Buyer's acknowledgment of receipt	22
Submitting a different response or replacing a validated response	23
Creating a new response based on a previous one	24
List of Client Requests for Quotes/Proposals	25
Accessing Requests for proposals	25
Becoming familiar with the interface	25
Searching an RFx	26

You have received an invitation to participate in an RFx

How are you notified?

When a buyer invites a supplier to participate in a request for quote/proposal, an email notification is sent to the supplier contacts selected by the buyer.

In addition, on the selected contacts' home page, a new entry will be queued in the *Client Requests for Quote/Proposal* frame.



Who can access?

At first, only the contacts selected as recipients when sending out the RFx may access it; however, these contacts can later add colleagues to the RFx team, allowing them to access and respond to the RFx (see p.11).

Accessing the RFx

You can access an RFx in one of 3 ways:

- Email invitation to participate: click the link provided in the email message.
- Client Requests for Quote/Proposal frame on home page: click the label of the RFx or its Edit

 icon to open it.
- Main navigation: select the menu Bids & Auctions / Client Requests for Quote/Proposal and click the label of the RFx or its Edit ricon to open it.

Proposal progress status and action to be performed

The table below shows how the various proposal progress statuses and their associated visual cues indicate the actions you are expected to perform:

Action to be performed	Prop. progress status	Visual cue
Submit signed NDA	NDA to Send	•00
	Invalid NDA (please resend)	•00
Wait for NDA verification	NDA Being Validated	•00
Acknowledge receipt	Waiting acknowledgement	•00
Confirm intent to participate	Acknowledgement received	•00
Prepare response	Valid NDA	•00
	New	•00
	Intends to answer	000
	In progress	000
Submit response	Submitted	000
(End of process)	Does not intend to answer	•00

Contents of an RFx folder

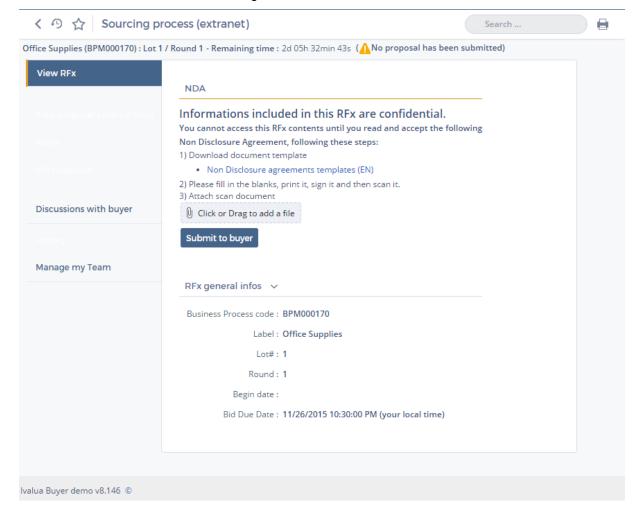
The request for quote/proposal folder includes the following tabs:

Tab	Description
View RFx	This tab displays the RFx's general information, as well as an NDA section when this is required by the buyer.
	NDA (optional): When signing a confidentiality agreement is required by the buyer, you must provide this document before accessing the RFx. Follow the instructions given to send the document to the buyer (see also p.7).
	Acknowledgement (optional): When the buyer requires that you acknowledge receipt of the RFx, you must acknowledge receipt, and then, confirm or decline your participation in the RFx.
Your proposal's Infos &	This tab together with the <i>Items</i> and <i>RFI response</i> tabs allow you to provide the requested elements in your answer.
Docs	In this tab, you will more specifically provide basic information relating to your response, such as label, validity end date, and summary, as well as attachments.
Items	This is where you can provide your quote for the specific materials or services listed.
RFI response	This is the buyer's questionnaire form that you must respond to as part of your proposal.
Discussions with buyer	This space can be used to communicate with the team in charge of the RFx (requests for clarification, for example). Your communications with the team in charge of the RFx are not visible to the other suppliers.
History	By default, the History tab lists the <i>In progress</i> and <i>Submitted</i> proposals from the current round. By adjusting the search filters, you can access all proposals created on all the rounds of the RFx.
Manage my Team	When the buyer sends out the RFx, he selects one or more contacts from known contacts of your business. These are the contacts who are initially invited to participate in the RFx.
	Depending on your needs, the <i>Manage my team</i> tab allows the initially invited contacts to define a working team by adding/removing users.

Before you reply

Downloading, signing, and submitting the NDA

When the buyer requires you to sign a Non-Disclosure Agreement, you must provide this document before accessing the RFx.



NDA

1. Click on the link *Non-Disclosure agreements templates*. Complete the downloaded document, print it, sign it, and scan it.

Informations included in this RFx are confidential.
You cannot access this RFx contents until you read and accept the following
Non Disclosure Agreement, following these steps:

1) Download document template

• Non Disclosure agreements templates (EN)

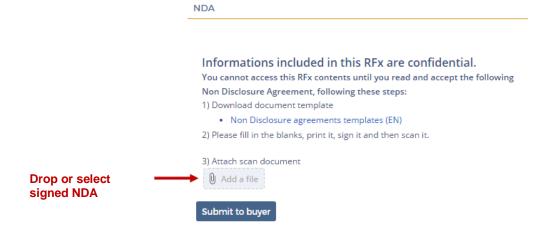
2) Please fill in the blanks, print it, sign it and then scan it.

3) Attach scan document

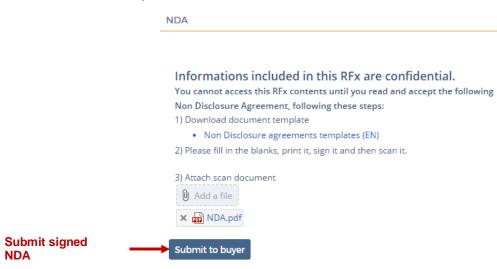
• Add a file

Submit to buyer

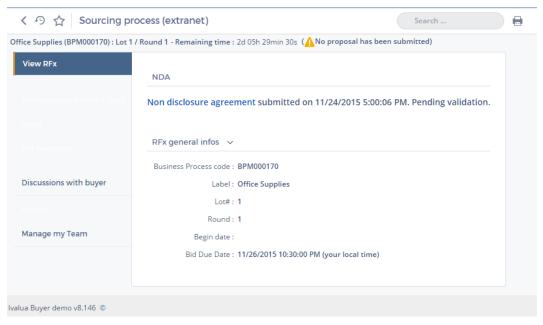
2. From your file explorer, drag the file attachment and drop it in the file drop zone. Alternatively, you can click the file drop zone and select the desired file attachment.



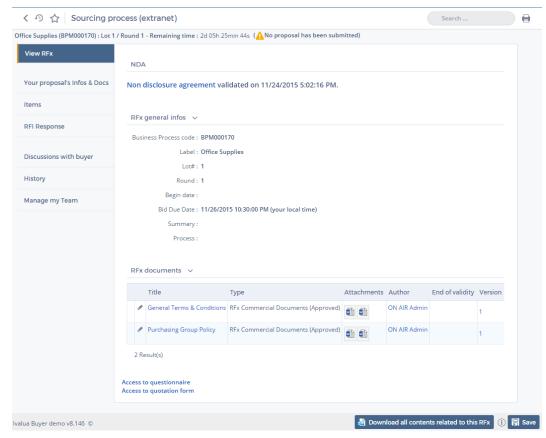
Click the Submit to buyer button.



The buyer will be notified by email that your non-disclosure agreement is awaiting their verification. On your screen, a message will indicate so.



Once the agreement is verified, you will be notified by email. As you access the RFx, you'll see that the screen now indicates that the NDA has been verified and that you can now access the tabs that were unavailable until then.



In case of refusal, you are also notified via email. A message will give the reason for the refusal and will invite you to repeat the procedure. Send the document again taking into account the buyer's remarks, then wait for the verification of this new document.

Reviewing the RFx before acknowledging participation

In the View RFx tab, review the RFx General info and RFx documents sections.

Review the *RFI Response* and *Items* tabs as well (if an NDA is required, these become available as soon as you have submitted the NDA and it has been approved).

If anything remains unclear, use the *Discussions with buyer* tab to ask for additional clarification (see p.13).

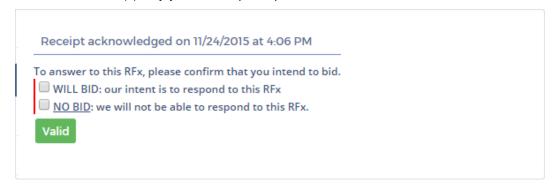
Acknowledging receipt and participation

This action may be required or optional. When it is required, an *Acknowledgement* section is displayed on all tabs and you must complete this step before you can respond to the RFx.



Click the **I acknowledge receipt of this RFx** button. This will reveal a new set of options whereby you can express whether you intend to participate or not:

- Select the WILL BID option, if you think you will respond to the RFx.
- Select the NO BID option, if you think you will not respond to the RFx. When you click this option, an optional Comments field will allow you to indicate the reason(s) why you cannot participate to the RFx.



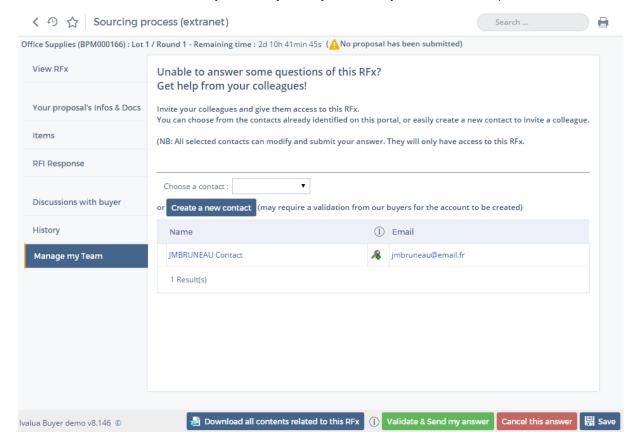
Click the Valid button.

Giving access to the RFx to other users from your company

When setting up the RFx, the buyer selects one or more contacts in your Supplier sheet and chooses one "main" contact. At the launch of the RFx, all selected contacts will be notified and be granted access to the RFx.

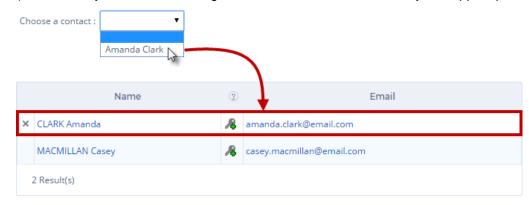
The *Manage my team* step allows you to give access to the RFx to colleagues by adding them as contacts in this tab. You can:

- Add existing contacts (meaning contacts already declared in your supplier profile)
- Create new contacts (these will also be added to your supplier profile)
- Remove contacts, except the "main" contact, which cannot be deleted (if necessary, contact your buyer to modify the main contact)



Selecting an existing contact

Simply choose the contact you want to add from the *Choose a contact* drop-down list (available only if there are existing contacts that can be added from your supplier profile).

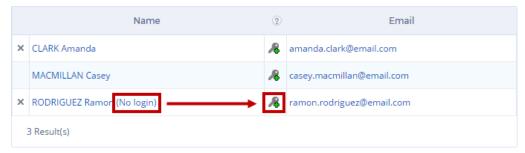


Creating a new contact

Click **Create a new contact** and complete the form that displays. Note that this new contact cannot log in to the application as is: login credentials need to be generated first (see below).

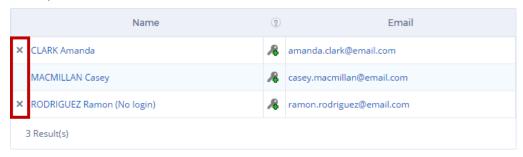
Generating login credentials for a contact

Should a contact you select or create have no login (meaning no user account enabling them to access the application), this will be indicated next to their name. Click the *Key* icon **R** to create the missing login: the contact will receive an email with the necessary login credentials and they will be granted access to the RFx.



Removing a contact from the RFx team

Notice that you can remove any contact except one (no Delete icon). This is the contact the buyer has identified as his main contact.

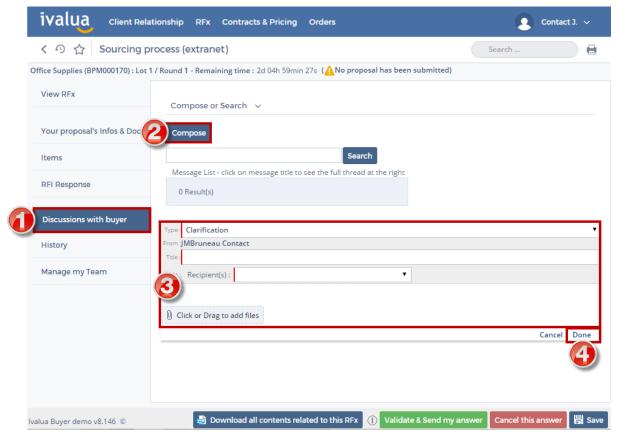


Discussions with buyer (clarifications, inquiries, etc.)

The *Discussions with buyer* tab allows you to exchange messages with the buyer who is in charge of the RFx. These messages remain confidential and are only visible by you and the buyer. Once sent, messages are logged in the list of exchanged messages.

Creating a message

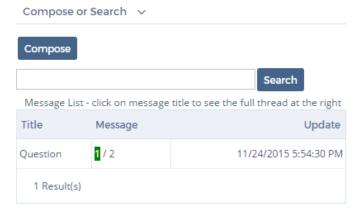
- 1. In the RFx, display the *Discussions with buyer* tab.
- 2. To send a question or a message to the buyer, click on the **Compose** button. A message creation area is displayed.



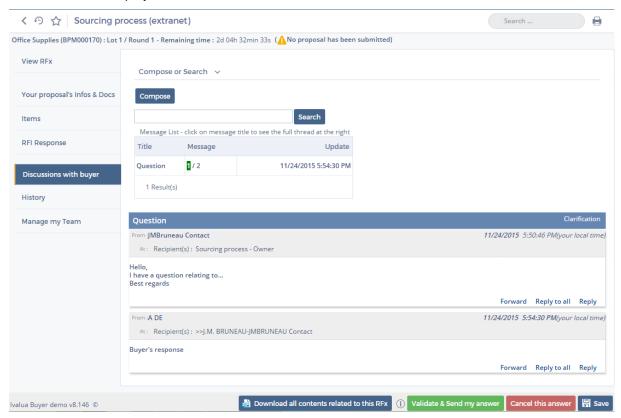
- 3. Fill in the fields:
 - Select the type of message (*Clarification*).
 - Select the recipient(s) of the message.
 - Enter a title for the message.
 - Enter the text of your message.
 - To add attachments to your message, select them in your file explorer and drop them in the file drop zone.
- 4. When your message is ready, click on the **Done** button. The message is sent to the selected recipients and saved in the message list.

Reading a message

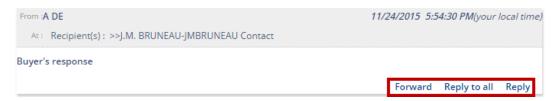
Unread messages are highlighted in green.



To read a message, click on it (the entire line is clickable). The thread and its messages are displayed.



Replying to or forwarding a message



Use the Reply, Reply to All and Forward buttons:

- To reply to the sender of the message, click on the Reply button.
- To reply to the sender of the message and to all recipients, click on the Reply to All button.
- To forward the message, click on the Forward button.

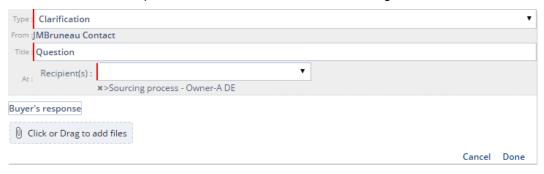
If you choose **Reply** or **Reply to All**, a new message creation zone appears under the received message.

Use this zone to write your answer (*Message*) and/or attach a file. Click on **Done** to send your reply.



If you choose Forward, the received message is displayed in edit mode.

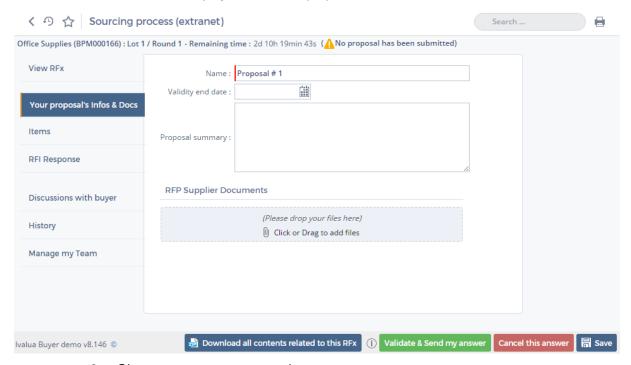
By default, the sender of the message is defined as recipient. You can delete it (\times) and select one or more recipients. Click on **Done** to send the message.



Preparing a response to an RFx

Creating a new response

1. In the RFx, display the tab Your proposal's Infos & Docs.



- 2. Give a name to your proposal.
- 3. Enter the proposal validity end date.
- 4. Enter a description in Proposal Summary field.
- 5. Click the **Save** button. Your proposal is now created.

You can now start entering information in the proposal:

- Quoting, page 17
- Adding attachments, page 19
- Responding to the buyer's questionnaire, page 20

You can also close the RFx at any time and re-open it later and resume completing it; just make sure you save any data you entered.

Other actions you may perform:

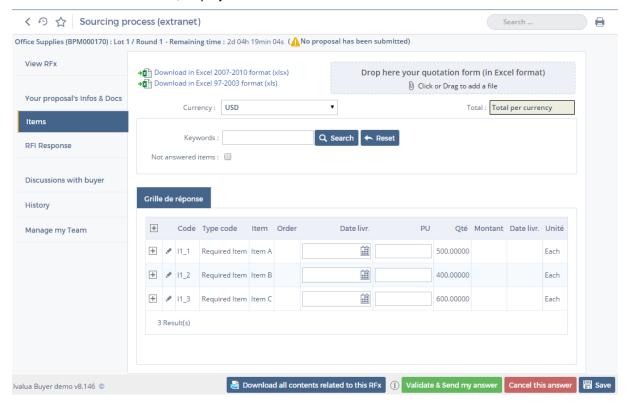
- Cancelling a response, page 20
- Viewing the responses' history, page 22

Quoting

You can directly enter your prices in the *Items* tab or upload an MS Excel® file instead.

Quoting directly in the displayed grid

1. In the RFx, display the Items tab.



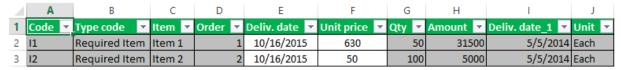
- 2. In the Currency drop down list, select the currency to use.
- For each item, fill in the open fields.
 There can be multiple response grids to address different types of items.
- 4. Click on the **Save** button. The total amount is calculated automatically.

Quoting in MS Excel®

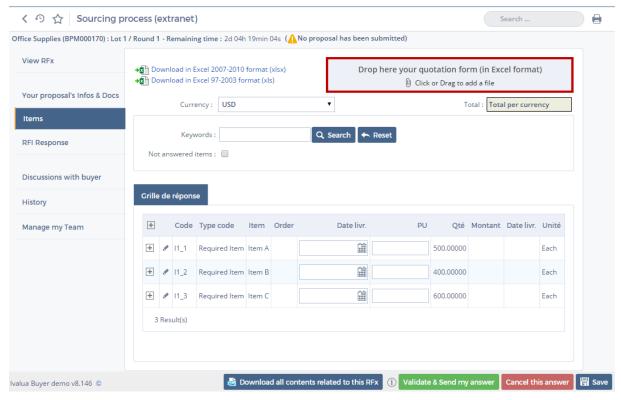
- 1. In the RFx, display the Items tab.
- 2. Click on Download in Excel (2007-2010 or 97-2003) format and open the downloaded file.

The Excel file includes several tabs (Excel sheets):

- Manual: contains instructions on how to use the file, we recommend you to read this tab carefully.
- Response grid: the file includes one tab per response grid.

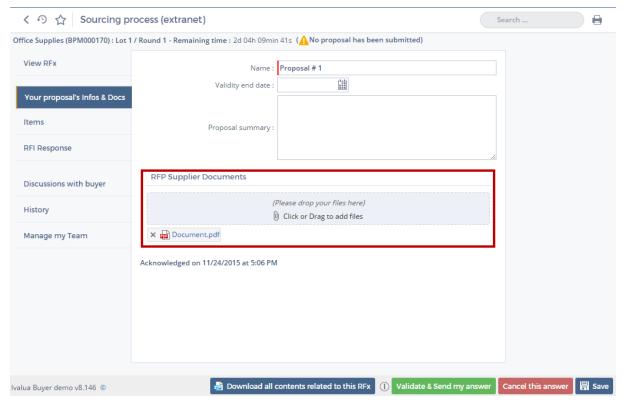


- 3. In each form (grid), fill in the blank fields.
- 4. Save the Excel file to a location of your choice.
- 5. Once the form is filled, upload it to IVALUA BUYER. To do this, select the file in your file explorer and drop it in the *Add a file* area in the upper right part of the *Items* tab.



Adding attachments

1. Open the RFx and display the Your proposal's Infos & Docs tab.



2. From your file explorer, drag the file attachments and drop them in the file drop zone under the *RFP Supplier Documents* section. Alternatively, you can click the file drop zone and select the desired file attachments.

The attached documents are listed below the file drop zone.

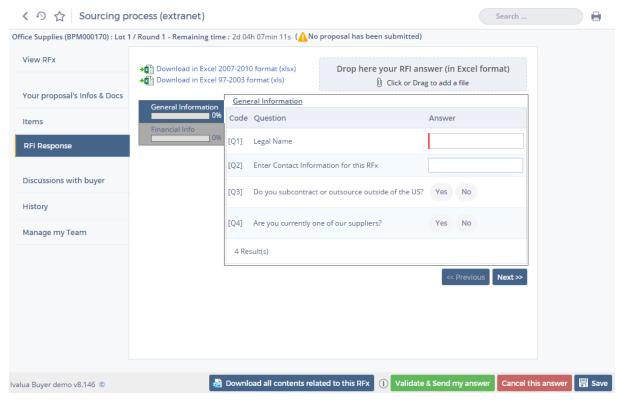
Responding to the buyer's questionnaire

If the buyer has attached a questionnaire to the request for proposal, it will be available in the *RFI Response* tab.

You can respond to a questionnaire directly in the RFI Response tab via MS Excel® file.

Responding directly in the displayed form

1. In the RFx, display the RFI Response tab.



- 2. Complete the questionnaire in the format requested (text, attachment, check boxes, drop-down list).
- 3. Click the Save button.

Responding in MS Excel®

Follow the same procedure as for filling in the quotation form via MS Excel® (see page 18), but by using Download in Excel (2007-2010 or 97-2003) format and then dropping the completed file on the dedicated drop zone.

Cancelling a response

- 1. Click on the **Cancel this answer** button. A message is displayed, inviting you to confirm your request.
- 2. Click on the **OK** button. The response in now canceled.

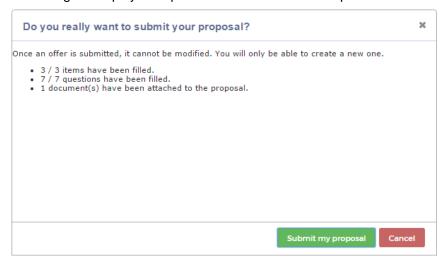
Submitting your response to the buyer

Validating and submitting a response to the buyer

Once your answer is finalized (quotation form is filled, questionnaire is completed, and files are attached), you can submit your proposal to the buyer.

1. Click on the Validate &Send my answer button.

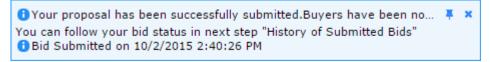
A message is displayed. It presents an overview of completed items.



Review these elements before submitting your response, since a submitted response is no longer editable.

2. Click on the **Submit my proposal** button.

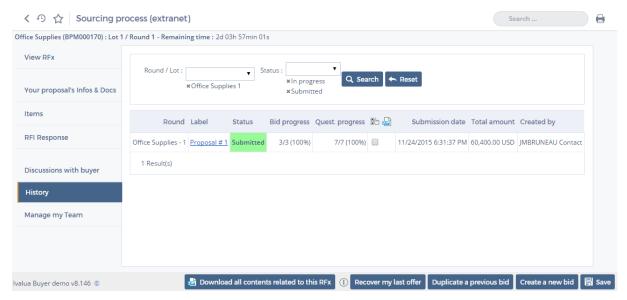
A message confirms that your proposal has been taken into account:



Viewing the responses' history

Each RFx folder includes a *History* tab. All the responses created under this folder are logged in the *History* tab, regardless of their status. By default, only proposals from the current round with an *In progress* or *Submitted* status are displayed. By adjusting the search filters, you can access all proposals created on all the rounds of the RFx.

The History tab allows you to track your bid's status.

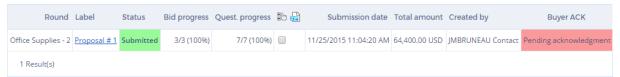


To consult a response from the History, click on its label.

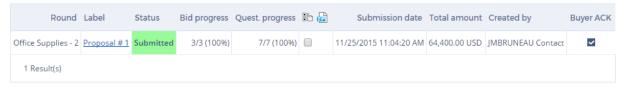
Buyer's acknowledgment of receipt

When creating the RFx, the buyer may have planned to acknowledge receipt of your answer. When this is the case, the message that is displayed during the submission of your response will say so.

In the History tab, your answer is marked as *Pending acknowledgment*.



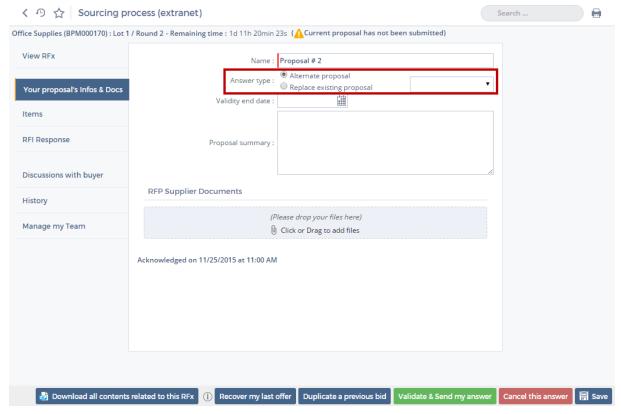
When the buyer has acknowledged receipt of your reply, this information will be updated:



Submitting a different response or replacing a validated response

You can submit multiple responses on the same lot/round. If you want to create a new response when you already have validated at least one response, you must specify whether the new response is a new alternative to existing proposals or if it replaces a response.

- 1. Open your proposal and display the Your proposal's Infos & Docs tab.
- 2. Click on the Create a new response button.
- 3. In *Response type*, specify if it is an alternative answer to existing responses or if it replaces an earlier response (specify what response from the drop down list).



- 4. Complete your response as described in the section *Preparing a response to an RFx*, page 16; you can also duplicate a previous response, this helps you input everything again when you simply wish to change certain elements of your response (see *Creating a new response based on a previous*, page 24).
- 5. Click on the **Save** button.

Creating a new response based on a previous one

You can create a new response by duplicating a previous response (submitted responses only).

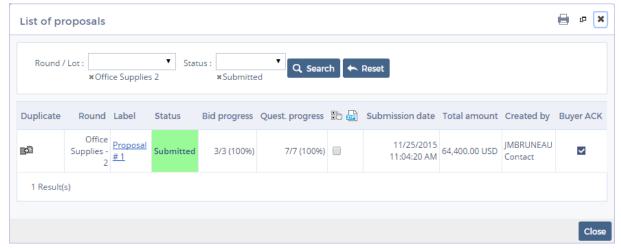
During duplication, all data are included: general information, quotation form (filled), questionnaire answers and attachments. The data can then be modified.

To duplicate your last submitted bid, click the **Recover my last offer** button.

To duplicate any bid:

1. Click the **Duplicate a previous bid** button.

The *List of proposals* window is displayed. It provides a list of responses that you can duplicate. By default, the list is filtered to show submitted responses of the current round; you can change filters to show responses from other rounds and responses in other statuses. You can view these responses by clicking their label.



- 2. Select the response to duplicate by clicking its icon . A message is displayed, inviting you to confirm your request.
- 3. Click on the **OK** button.

A new response is created, containing the copied response elements.

- 4. Make the changes you wish.
- 5. Click on the Save button.

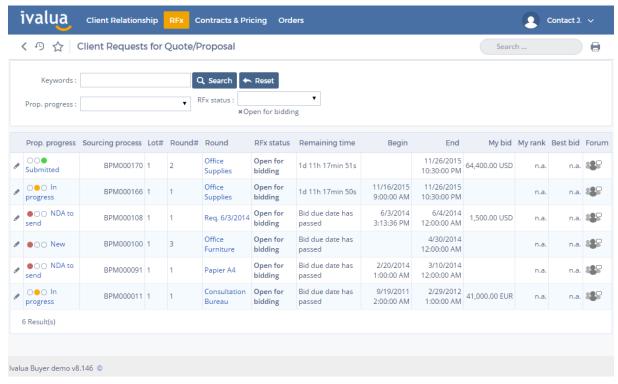
List of Client Requests for Quotes/Proposals

Accessing Requests for proposals

In IVALUA BUYER, you can access an RFx that is sent to you by selecting the *Bids & Auctions / Client Requests for Quote/Proposal* menu item. The *Client Requests for Quote/Proposal* page is displayed.

Becoming familiar with the interface

The Client Requests for Quote/Proposal page presents the list of RFx to which you are invited to respond.



By default, the list displays the RFx that are open for bidding, i.e. those for which you can submit a response. You can modify this display criterion by editing the selected option in the *Status* list, then by clicking on the **Search** button (the non-selection of an option in this list allows you to display all the requests, regardless of their status).

The list of Requests provides the following information:

Column	Description
	Opens the RFx round
Prop. progress	Status of your last response
Sourcing process	Sourcing process code
Lot #	Lot number
Round #	Round number
Round	Round name
	If the buyer has filled in a more detailed description, the icon $\textcircled{1}$ will appear next to the round name; roll over this icon to display the description.

Column	Description
RFx status	RFx Status (Approval, Open for bidding, Achieved, Proposals available)
Remaining time	Time left before the bidding period closes
Begin/End	Dates of beginning and end of RFx specified by the buyer
My bid	Your last bid's amount
My rank	Your rank among the suppliers who were invited to bid
Best bid	Best bid among the bids of all the suppliers who were invited to bid
Forum	Direct access to the message board dedicated to the RFx

Searching an RFx

The upper part of the *Inbox - requests* window has multiple search filters that allow you to easily find a given RFx or a set of RFx that meet specific criteria.

- 1. Define your search criteria. You can filter the list on several criteria:
 - Keywords: enter a string of characters to search.
 - *Prop. progress:* allows you to display the RFx depending on the progress status of the answers that you have created.
 - Status: select a status to display only the RFx that have this status.
- 2. When you're done, click on **Search** to launch the search. The corresponding RFx are displayed in the list of RFx.

To cancel the filters that you have selected and display the default list again, click on **Reset.**